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ORIGINALARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Investigator: Trish Meeter**Phone:** [REDACTED]

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Fax: [REDACTED]**Priority:** Respond Within Five DaysAZ CORP COMMISSION
DOCKET CONTROL**Opinion** **No.** 2008 71569**Date:** 9/19/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Terri **Last:** Scheinuck**Account Name:** Terri Scheinuck**Home:** (000) 000-0000**Street:** [REDACTED]**Work:**

Arizona Corporation Commission

City: Sedona**CBR:**

DOCKETED

State: AZ **Zip:** 86336**is:**

SEP 23 2008

Utility Company: Arizona Public Service Company

DOCKETED BY

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Division: Electric**Contact Name:** Melissa Smith**Contact Phone:** (602) 250-2162**Nature of Complaint:**

Enclosed is a copy of my bills.

I invite you to visit our automotive repair shop! Let's see if you like paying \$2,000.00 to have your tires rotated or your check engine light code cleared by a simple push of a button. Tires can be \$900.00 per tires then add the fees times 4. You folks are nuts.

Am I tired of the rate hikes? You bet I am. I stopped washing cars for customers to conserve water and my rate went up 26.7%. So, maybe letting the hose run all night long will lower my bill? Anyone around that uses common sense?

I do not even have Air Conditioning at this small automotive shop and my bills are out of this world. I can not pass this type of increase off to my customers. Who is going to fix cars when we all have to close our doors or start our billing like you do? How will you afford what we will charge for your work trucks and vans. This is just a taste of what our industry could do to customers. I have to wonder what child care could find to charge for. Mother rate hike? Hell NO.

I am angry, disappointed and soon to be out of a job and a business and along with those two, a home. Figure out another way. Hey how about investing in alternative energy? I don't see you guys installing solar panels on large buildings to utilize the sun. (HELLO, THE SUN IS STILL FREE) I do not see water conservation when they keep building golf courses and home subdivisions with lakes and ponds and sprinider systems that water the street 9 out of 10 times. Water shortage, hugh? Where? Obviously not in Arizona.

If you take the homes, businesse's out of the picture who is going to continue to pay your rate hikes? You folks need a wake up call. Figure out another avenue just like small business owners must do. You have the resources, the mass amount of employees and the knowledge and hundreds and hundreds of dollars to be doing something GOOD. Does anyone remember what that feeling even feels like?

I damn disgusted and tired of this nonsense. My vote is NO. Try not talking about energy conservation and alternatives and actually get off asses and accomplish something substantial and beneficial.

I am well aware that this letter won't amount to anything but I feel much better after writing it. I will choke down the bile in my throat when I write you your check for \$341.42. You are correct, what the hell is my choice. When you get another rate hike, which you surely will, as always, sleep well, because that will have done absolutely nothing for small business, elderly, young couple, struggling new adults or the disabled. You will have accomplished making lives more difficult than they are already. If that is your goal, shame on you.

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Charges for:

Charge for you for parking your car on the lot
Charge for you for moving your car into the work bay
Charge for you when more than one tech is necessary for the car repair
Charge for the ink used to write parts on paper
Charge for you for the cost of paper, ink, cartridges, drums
Charge for the cost of the time it took to write on the paper with the pen
Charge for you per hour waiting us for a part to arrive
Charge for you for back ordered or special ordered parts
Charge for you for unpacking the box which contain the part
Charge for you for recycling cardboard which held the part for your car
Charge for you for breaking down the box for recycling bin
Charge for you for more than 1 repair item on work order
Charge for you for copy cost of work orders
Charge for you for mileage on test drive
Charge for you for time lost, physically at work, while test driving
Charge for you for Stop lights while on test drive
Charge for you for pedestrians in crosswalks on test drives
Charge for you for Hydraulic fluid used to lift your car for repairs
Charge for you for lowering your car off the Hydraulic lift
Charge for you for maintenance/fluids/oils for the Hydraulic lift
Charge for you per phone call checking up on your car
Charge for you, per minute to answer your questions about your car
Charge for you for pricing and quoting your car repairs
Charge for you for the time to shop prices for your car repairs
Charge for hazardous fee for you on anything that will go into a garbage can
Charge for you to haul your parts to recycling centers
Charge for you thinking your car wasn't repaired correctly when it was
Charge for you diagnosing your cars issues incorrectly
Charge for you for basic service
Charge for you for demand service (emergency)
Charge for you for Environmental benefits
Charge for Federal Emission Compliance
Charge for you for power used to repair your car
Charge for you for phone calls concerning your car
Charge for you for reading your mileage, your dash board, your dummy lights
Charge for you for billing you for your repairs
Charge for generation of electricity used to repair your car
Charge for you should sublet repair be necessary
Charge for you to pay all our St, Fed, City & Franchise taxes and fees
Charge for you for the toilet paper used by shop employees while your car is on the Lot
Charge for you for the paper for credit card machine
Charge for you for the light that lights our business sign
Charge for you if extreme weather hampers repairs in any manner
Charge for you no matter how you pay, a charge will be assessed

Warmest regards,

Terri Scheinuck

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

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Investigator's Comments and Disposition:

September 19, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Ms. Scheinuck:

Your letter regarding the Arizona Pubic Service Co. ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED] or toll free at (800) 222-7000 if outside the Phoenix area. .

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 9/19/2008

Opinion No. 2008 - 71569
